

Case Service Memorandum 2011-02

Subject: CRP SERVICES & SE/SJBT Milestone Pilot FFY 2012 Guidance

To: All DRS Staff & Community Rehabilitation Programs (CRP)

From: Kyle J. Walker, Client Services Director

Date Issued: October 1, 2011

Effective Date: October 1, 2011

PURPOSE

The purpose of this Case Service Memorandum is to provide guidance regarding continued Supported Employment (SE)/ Supported Job Based Training (SJBT) Milestone Payment Pilot Project and clarify the use of other CRP service categories. This guidance has been developed to clarify and address issues that have been identified over the previous pilot program fiscal year.

POLICY STATEMENT

The Division of Rehabilitation Services is committed to developing effective partnerships with Utah's Community Rehabilitation Programs (CRP) to improve, develop, and establish meaningful services leading to competitive, integrated, community based employment for eligible individuals with disabilities. The goals of this effort are:

1. To improve the quantity and quality of employment outcomes for eligible individuals with disabilities through effective, efficient, and collaborative SE/SJBT and other CRP services.
2. To develop a range of services and appropriate fee schedules with CRP's to address identified individualized client employability needs which include assessing employability, skill gaps, job placement, job coaching, and life skills restoration training.
3. To enable CRP's to develop business models and rates of payment that foster professional development, improved compensation, expanded services and service delivery, and the retention of highly qualified job coaches, job placement specialists, and life skills trainers.

CRP BASED SERVICE CATEGORIES

The services listed below have been developed with CRP's to address specific employability needs of eligible individuals with disabilities. Upon eligibility the VR Counselor determines the appropriate and necessary level of interventions required to assist the client in obtaining employment. Based on the Comprehensive Assessment of Rehabilitation Needs conducted by the eligible individual and VR Counselor, services such as referral to other state services, vocational training, On-The-Job or Work-Based training, Choose to Work Utah, and Self Employment may be appropriate options.

When more intensive services are determined to be necessary in order to assist the eligible individual in obtaining employment, the VR Counselor may make a referral to a Community Rehabilitation Program

for a CRP Employability Assessment. This assessment is a key part of the Comprehensive Assessment of Rehabilitation Need and the process of informed choice. The Employability Assessment is the required starting point in the pathway to CRP service categories.

Note: All services provided must be pre-authorized by the VR Counselor on the USOR Form 23 Authorization and Billing for Service. USOR policy prohibits the use of verbal authorizations and vendors are advised not to provide any service without the USOR Form 23 in hand because the service may not be funded retroactively.

1. CRP Employability Assessment

The first step in any referral to a CRP, the Employability Assessment fee is \$500. This assessment must be conducted by a qualified and certified job coach/ job placement CRP staff member. At a minimum it is expected that this assessment will include at least 8 hours of direct client contact, part of which may include observations in a competitive work setting. The Employability Assessment must be pre-authorized by the VR Counselor. Two conditions must be met prior to payment of the invoice, that a written report including the minimum areas listed below is submitted to the VR Counselor, and that the required Exit Meeting is held between the VR Counselor, Job Coach who conducted the assessment, and the Client. This Exit Meeting is to ensure clear communication of findings, recommendations, agreed upon further services, Individualized Plan for Employment modification, service pre-authorization, and establishing roles and expectations.

At a minimum this assessment shall include:

- a) An in-person initial interview and intake process
- b) Transferrable Job Skills Analysis
- c) Interest Assessment as they relate to Employment
- d) Behavioral Observations as they relate to Employment
- e) Motivational Factors as they relate to Employment
- f) Life Skills Assessment as they relate to Employment
- g) Recommendations

Recommendations may include the determination that the individual is not ready to engage in CRP based services leading to employment and referral back to the VR Counselor; recommendation and justification of CRP based Life Skills Restoration Training; Job Placement Only Services; SJBT/SE services; etc. This report serves as starting point for communication and planning between the eligible individual, the VR Counselor, and the CRP Job Coach and is intended to facilitate client informed choice. If the client is not accepted into the CRP for service provision, specific and well documented reasons and recommendations should be included in the assessment report. VR Counselors will then be able to use this assessment to engage with the client in planning for appropriate services or possible appropriate case closure.

2. Job Placement Only Services

For eligible individuals who do not need job coaching or follow along services, and who are employable with the provision of job placement services offered through the CRP, a \$500 Job Development Fee and \$1,000 Placement Fee can be included in the Individualized Plan for Employment (IPE) and authorized by the VR Counselor when appropriate. Upon actual successful job placement the CRP may bill for a one-time \$1,000 placement fee. If the client loses the job within 90 days of placement, and must be re-placed, it is DRS expectation that the CRP will re-engage in placement activities funded by the original placement fee. There may be individual circumstances where a VR Counselor could justify and seek approval for an additional placement fee payment, therefore clear communication between the client, VR Counselor, and Job Coach is essential. A written report that includes the date of hire, employer information, rate of pay, benefit package, hours worked per week, and other necessary information shall be submitted to the referring VR Counselor upon billing for the placement fee.

3. CRP Life Skills Restoration Services

Services provided under this service category may include curriculum designed to address functional limitations caused by the individual's disabilities and should be designed to restore functioning and employability. These services are distinct from placement services such as resume development, interview skills, or other services paid for under the job placement only category or the SJBT/ SE categories.

These may include curriculum designed to address:

- a) Hygiene and Dress Interventions
- b) Time Management and Planning Interventions
- c) Public Transportation Use Training
- d) Specific Behavioral Interventions
- e) Self-Advocacy
- f) Work Appropriate Communication Skills
- g) Work Related Independent Living Skills
- h) Disability Related Employment Motivational Interventions

Recommended curriculum should be individually based as identified in the CRP Employability Assessment described in section 1. The curriculum should be goal directed and measurable. The nature and scope of these services must be agreed to by the eligible individual, VR Counselor, and Job Coach and included in the IPE and authorized for prior to provision. The hourly rate for these services is \$35 per hour and billing must include a written report to the referring VR Counselor describing the interventions, progress, and relevant follow-up recommendations. VR counselors have the authority to approve up to 20 hours of Life Skills Restoration Training. Again, clear and effective communication between the eligible individual, VR Counselor, and Job Coach is essential for ensuring the appropriate use of this service category.

4. Supported Job Based Training (SJBT)

For detailed descriptions of SJBT services and definitions please refer to the Division of Rehabilitation Services Case Service Manual Chapter 22.

SJBT services are currently being paid for through the Milestone Pilot Project which replaced the traditional hourly reimbursement fee schedule on October 1, 2010. The Milestone Pilot created a payment structure based on actual outcome achievements rather than time spent with eligible individual. These milestone payments are detailed in the flowchart in appendix A of this document. For VR Counselor approval levels and details please consult Case Service Manual Chapter 22.

In Federal Fiscal Year 2011 DRS identified several areas that are being addressed in the 2012 Pilot Program year. These include breaking down milestone payment by process and outcome, creating an additional incentive for CRP's to serve eligible individuals who are considered Most Significantly Disabled. (See Case Service Manual Chapter 24 for definitions) Significance of disability is a VR Counselor determination.

Once again DRS emphasizes that clear communication between the eligible individual, VR Counselor, and Job Coach are essential for establishing expectations, avoiding conflict and confusion, and dealing with individual issues that may arise.

5. Supported Employment (SE)

For detailed descriptions of SE services and definitions please refer to the Division of Rehabilitation Services Case Service Manual Chapter 22.

SE services are currently being paid for through the Milestone Pilot Project which replaced the traditional hourly reimbursement fee schedule on October 1, 2010. The Milestone Pilot created a payment structure based on actual outcome achievements rather than time spent with eligible individuals. These milestone payments are detailed in the flowchart in appendix A of this document. For VR Counselor approval levels and details please consult Case Service Manual Chapter 22.

In Federal Fiscal Year 2011 DRS identified several areas that are being addressed in the 2012 Pilot Program year. Specific to SE, DRS has created an additional incentive for CRP's to serve eligible individuals who are considered Most Significantly Disabled. (See Case Service Manual Chapter 24 for definitions) Significance of disability is a VR Counselor determination.

Once again DRS emphasizes that clear communication between the eligible individual, VR Counselor, and Job Coach are essential for establishing expectations, avoiding conflict and confusion, and dealing with individual issues that may arise. In addition SE also requires clear communication with long term funding providers and others who may be involved in providing long term supports.

Expired

Appendix A. CRP SERVICES DECISION TREE & SE/SJBT MILESTONE RATES

